

Total Circulation Louisville Free Public Library



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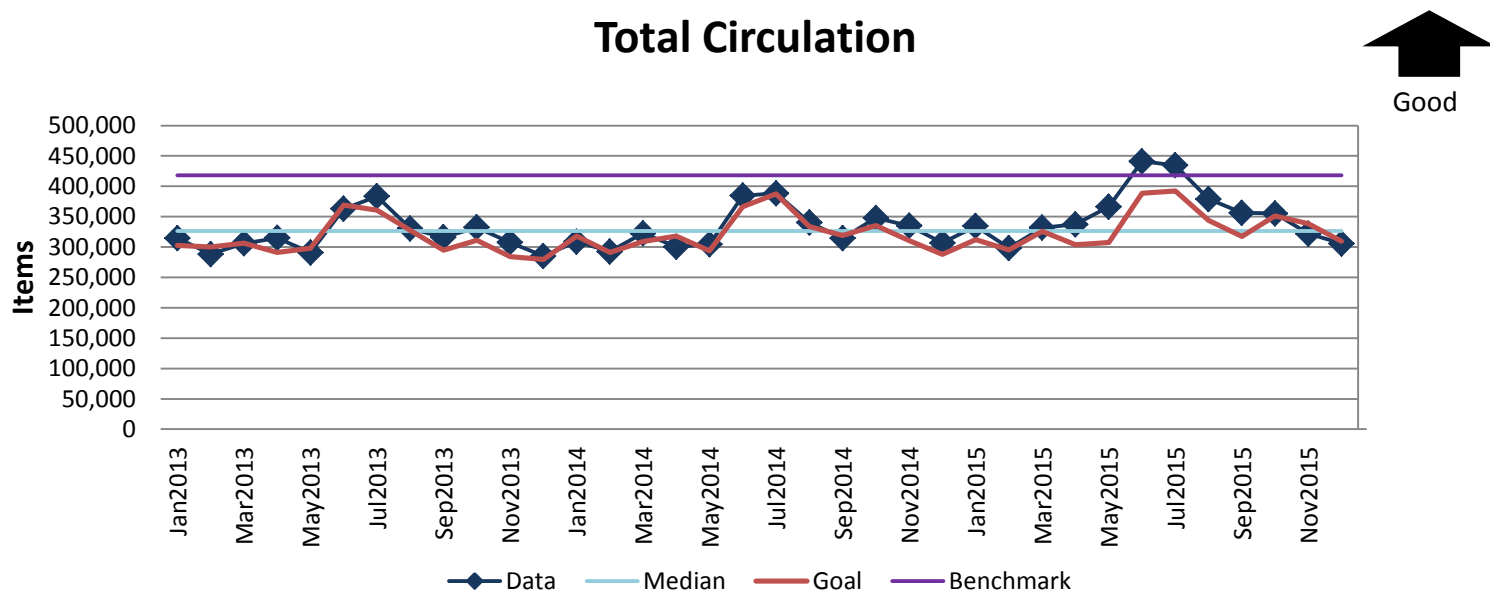
Process: Circulation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 3,754,057 Goal: By June 30, 2016 increase by 1% over 2014-15 from 4,142,285 to 4,183,713 Benchmark: 418,281/mo= Top 25% of 22 PLDS libs w/ ann. Exp. \$15M - \$19M (LFPL=\$16.9M)	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org (2013 PLDS data)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Monthly count of item checkouts and renewals Why Measure: To continually increase materials circulation Next Improvement Step: Implement evidenced-based collection management.

How Are We Doing?

Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
3,986,084	4,262,249		309,727	305,646	
Items	Items		Items	Items	

Total Circulation



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.